# North Carolina COVID-19 Vaccine Management System

# CVMS Provider Portal Inventory Deprecation, Transfer, and Distribution User Guide

Version 7

February 15, 2021

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you have any questions, issues or requests, please go to the CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

   NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

   For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021
3. You will receive an e-mail with your username and temporary password to log into the portal

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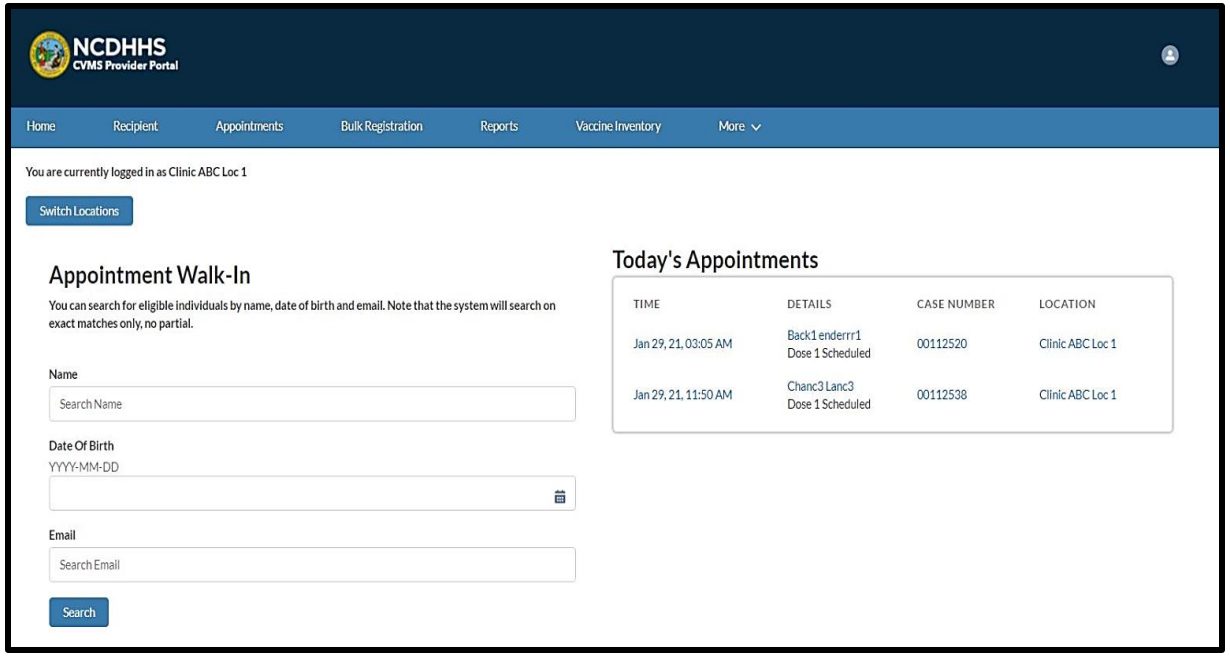
# Inventory Deprecation, Transfer, and Distribution Process Overview

# Overview




To provide NCDHHS with an accurate picture of the COVID-19 vaccine inventory at your disposal, you will need to update the CVMS Provider Portal with COVID-19 vaccine inventory reductions, or deprecations. These actions typically involve:

1. COVID-19 Vaccine Wastage
2. COVID-19 Vaccine Insufficient Quantity
3. COVID-19 Vaccine Transfer and Redistribution Processes

The processes discussed in this training guide are primarily for the **Healthcare Location Managers** profile.

*You will also need to:*

- Use the latest version of Chrome, Edge Chromium, Firefox, or Safari browsers (Internet Explorer or Edge non-Chromium are not supported)
- Log into the CVMS Provider portal at https://covid-vaccine-provider-portal.ncdhhs.gov using your NCID username and password.

**Now, let's get started!**

# Key Terms

| | |
|---|---|
| **Wastage** | Wastage is the sum of COVID-19 vaccines discarded, lost, damaged, or destroyed. |
| **Transfer** | Transfer is the unplanned and unscheduled movement of inventory between two enrolled sites (move inventory between those who have vaccine to those who do not). |
| **Spoilage** | Spoilage happens when a COVID-19 vaccine dose is no longer eligible for administration to an individual due to exposure to inappropriate conditions. |
| **Vaccine Deprecation** | Vaccine Deprecation represents the process in which the amount of COVID-19 vaccines is reduced by the amount of COVID-19 vaccines administrated, wasted, or considered insufficient. |
| **Vaccine Inventory Shipment Details** | Vaccine Inventory Shipment Details may include manufacturer name, lot number, serial number, and National Drug Code (NDC). |
| **Redistribution** | Redistribution is the planned and scheduled movement of inventory between two enrolled sites within the same organization with an approved redistribution agreement. |
| **Insufficient Quantity** | COVID-19 Insufficient Quantity events include any time less than what the CDC considers standard doses per vial for the specific COVID-19 vaccine type. |

# When to declare in CVMS a COVID-19 Vaccine Inventory Deprecation

## When a COVID-19 vaccine is wasted

Healthcare Location Manager accesses the Vaccine Wastage Survey Form, providing reason for waste and other applicable information.

Once submitted, the Healthcare Provider Location's Total COVID-19 Vaccine On Hand Inventory is decreased accordingly.

## When a COVID-19 vaccine vial has insufficient quantity

Healthcare Location Manager accesses the Vaccine Inventory and inputs that a vial from that inventory has yielded an insufficient quantity (any time a vial yields less than what the CDC considers standard doses per vial for the specific COVID-19 vaccine type)

## When a COVID-19 vaccine is to be redistributed/transferred to another provider location

Healthcare Location Manager enters the COVID-19 Vaccine Redistribution/Transfer Request into the CVMS Provider Portal with details such as Primary Location Secondary Location, lot number, and quantity to redistribute/transfer. The approved redistribution/transfer is reflected as an order for the Secondary Location.

The COVID-19 Vaccine On Hand inventory of the sending location is decreased. The receiving location has a COVID-19 Vaccine Inventory Record auto-created, but the quantity is noted as "in transit".

Secondary Location completes "Inbound Redistribution/Transfer" process, and the quantity is changed from "in transit" to "available".

# COVID-19 Vaccine Wastage

# Step 1 of 5: Navigate to the Vaccine Inventory tab

To comply with the CDC's COVID-19 vaccine inventory management guidelines, you will want to document **ALL CASES** of **COVID-19 VACCINE WASTAGE** in the CVMS Provider Portal. Accurately tracking COVID-19 Vaccine Wastage will also help you maintain an accurate view of COVID-19 vaccine inventory levels for the location(s) that you support.

*Remember, examples of COVID-19 Vaccine Wastage include breaking vial/syringe and lost COVID-19 vaccines.*

1. At the top of your home page, locate the tab **VACCINE INVENTORY**
2. Click **VACCINE INVENTORY**
3. After clicking **VACCINE INVENTORY**, you will be directed to the **VACCINE INVENTORY TAB**

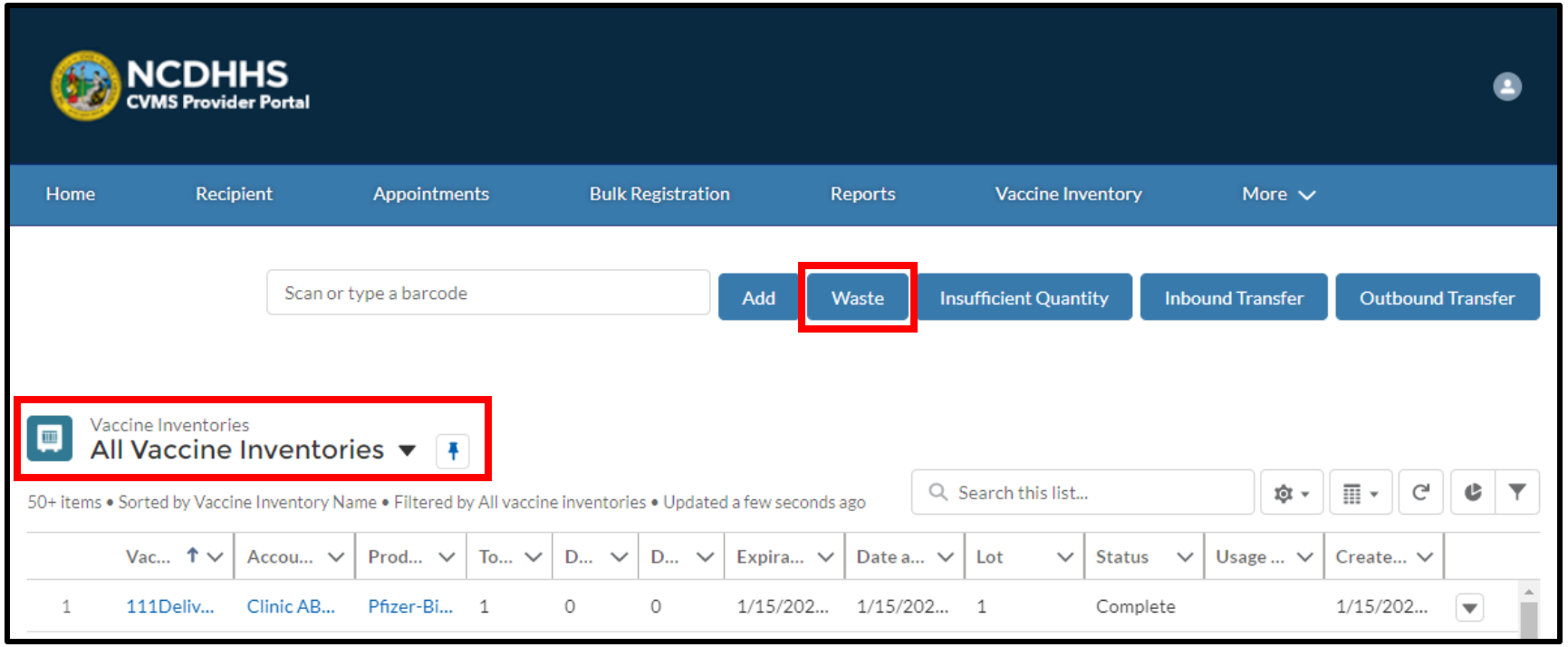
**Audience**

**Healthcare Location Manager**

# Step 2 of 5: Open the Vaccine Wastage Survey form

At the top of the page, you will see the different actions you can take to manage your COVID-19 vaccine inventory. The **ALL VACCINES LIST VIEW** will be displayed by default to help you review your COVID-19 Vaccine Inventory Records.

1. Click **WASTE** at the top of the page
2. After clicking **WASTE**, you will be directed to the **VACCINE WASTAGE SURVEY FORM**




**Audience**

**Healthcare Location Manager**

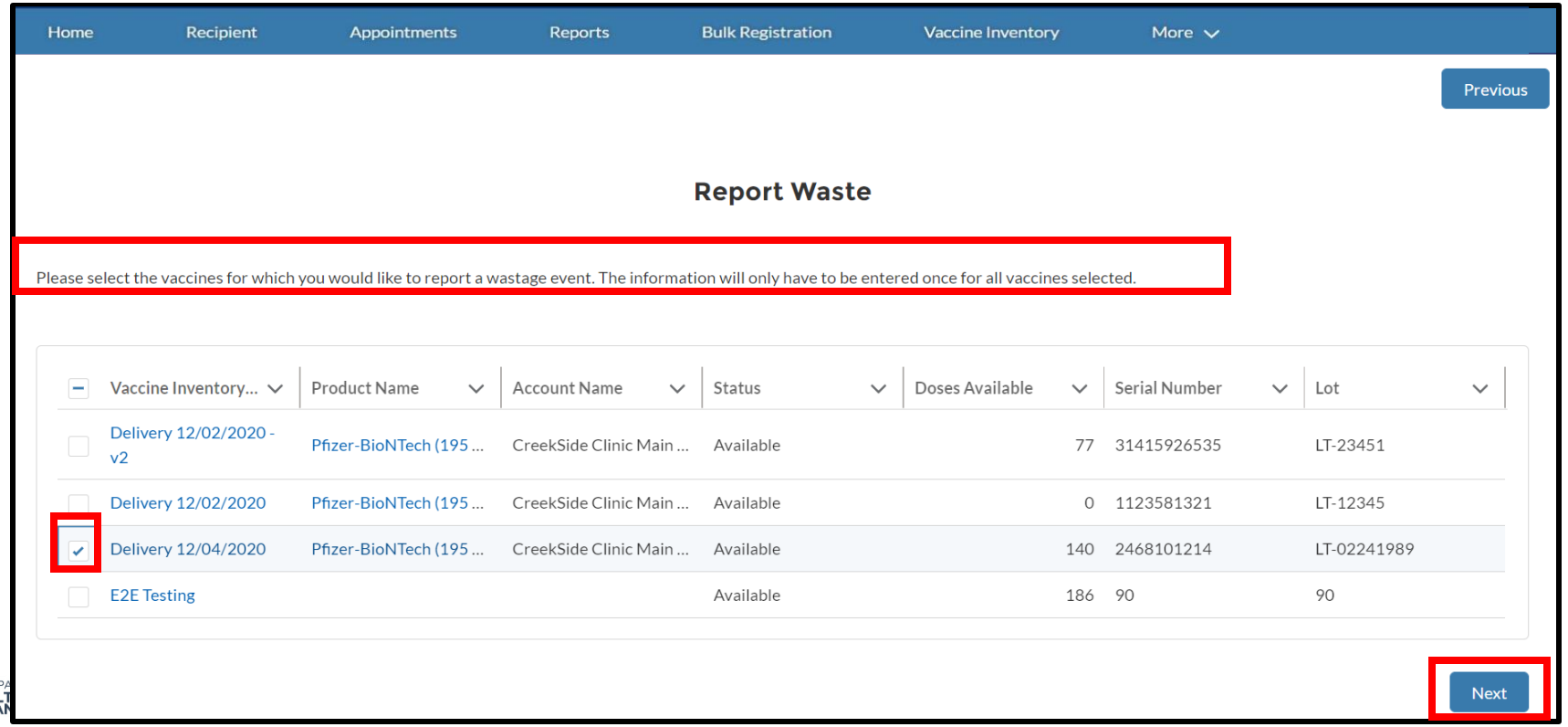
**Tips**

To see more details for a specific Vaccine Inventory Record, click the Vaccine Inventory Hyperlink.

# Step 3 of 5: Select the Correct Vaccine Inventory Record

On this page, you will be directed to select **ONE OR MORE** Vaccine Inventory Records to report waste. At the bottom, you will see **ALL WASTAGE EVENTS** displaying all previously recorded COVID-19 vaccine inventory waste.

1. Check the **BOX** for the **APPROPRIATE ROW(S)**
2. Click **NEXT** at the bottom of the page
3. After clicking **NEXT**, you will see the **VACCINE WASTAGE SURVEY FORM**



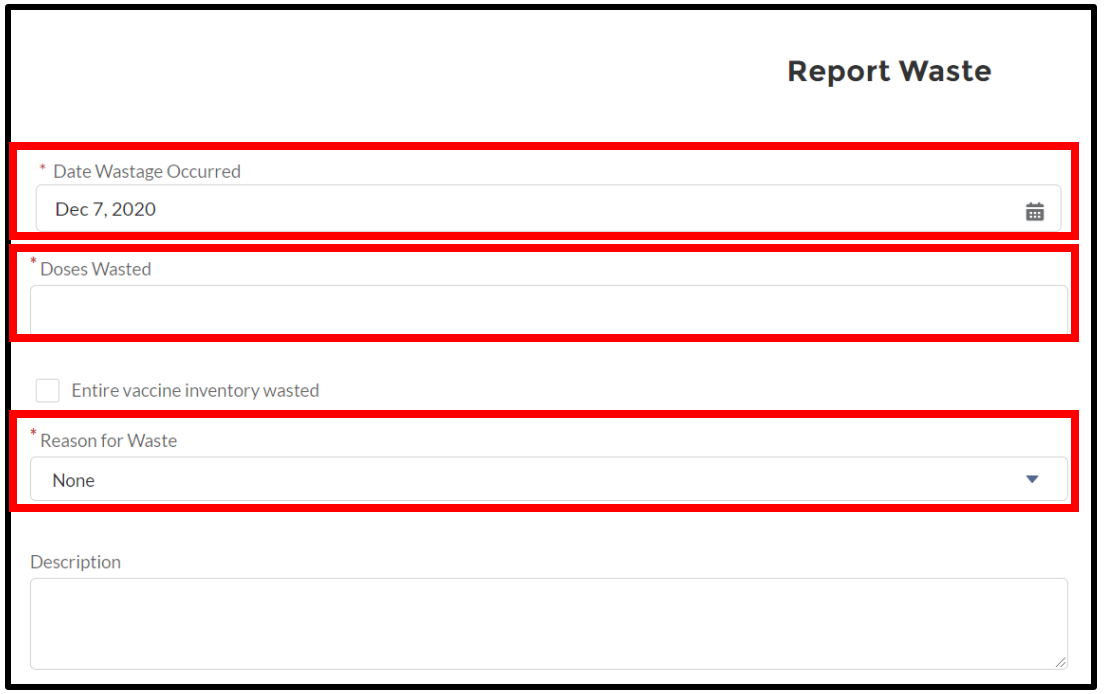

**Audience**

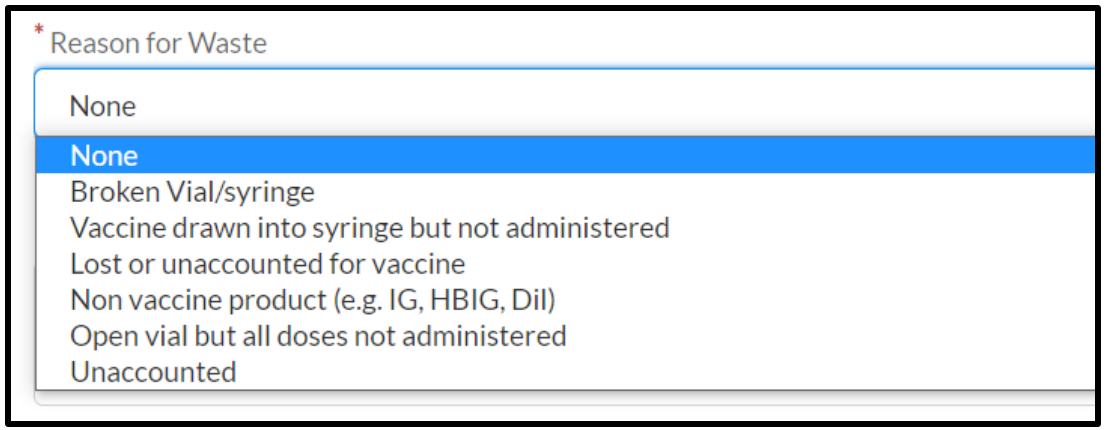
**Healthcare Location Manager**

**Tips**

You will be able to report a Partial or Full Vaccine shipment wastage on the next page.

# Step 4 of 5: Complete the Vaccine Wastage Survey form




1. Populate the required **REPORT WASTE FIELDS:**
    1. Date Wastage Occurred
    2. Doses Wasted
    3. If you want to report the entire Vaccine Inventory wasted, check the Entire Vaccine Inventory Wasted Checkbox.
    4. Reason for Waste
2. You may populate the **OPTIONAL FIELDS** if desired
3. Before submitting the form, **CONFIRM** that all entered details are correct
4. Once you are ready to submit the form, click **NEXT**
5. After clicking **NEXT**, you will be directed to the **CONFIRMATION PAGE**

**Audience**

**Healthcare Location Manager**

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# Step 5 of 5: Submit the Vaccine Wastage Survey form

The **VACCINE WASTAGE RECORD** is now submitted, and your COVID-19 Vaccine Inventory Record will be automatically updated.

1. Click **FINISH**
2. After clicking **FINISH**, you will be directed back to the **INITIAL VACCINE WASTAGE SURVEY FORM PAGE**

**Audience**

**Healthcare Location Manager**

**Tips**

After clicking **FINISH**, you will see your Vaccine Wastage Record displayed on the All Wastage List View.

# COVID-19 Vaccine Insufficient Quantity

# Step 1 of 5: Navigate to the Vaccine Inventory tab

To comply with the CDC's COVID-19 Vaccine Inventory Management Guidelines, you will want to document **ALL CASES** of **COVID-19 VACCINE INSUFFCIENT QUANTITY** events in the CVMS Provider Portal. Accurately tracking COVID-19 Vaccine Insufficient Quantity will also help you maintain an accurate view of COVID-19 vaccine inventory levels for the location(s) that you support.

*Remember, examples of COVID-19 Insufficient Quantity events include any time less than the CDC standard doses are obtained from a vial for that specific vaccine manufacturer.*

1. At the top of your home page, locate the tab **VACCINE INVENTORY**
2. Click **VACCINE INVENTORY**
3. After clicking **VACCINE INVENTORY**, you will be directed to the **VACCINE INVENTORY TAB**

**Audience**

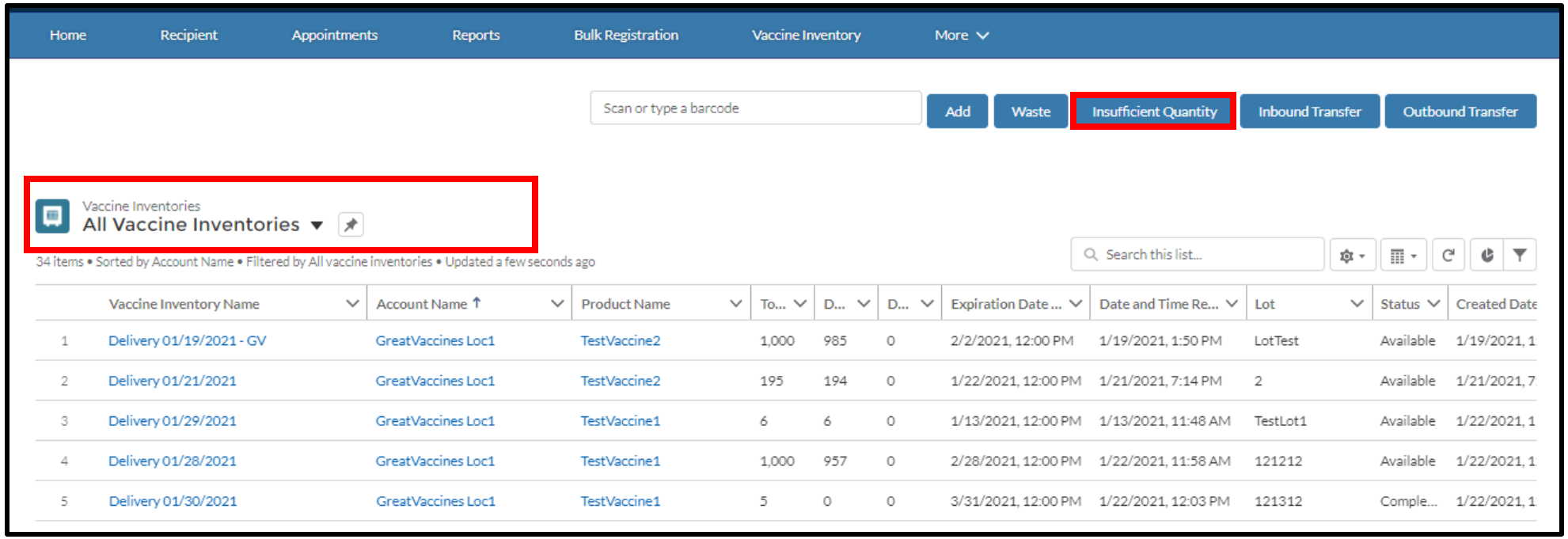
**Healthcare Location Manager**

# Step 2 of 5: Click Insufficient Quantity at the top of the page

At the top of the page, you will see the different actions you can take to manage your COVID-19 Vaccine Inventory Records. The **ALL VACCINE INVENTORY LIST VIEW** will be displayed by default to help you review your COVID-19 Vaccine Inventory Records.

To record an Insufficient Quantity event:

1. Click **INSUFFCIENT QUANTITY** at the top of the page
2. After clicking **INSUFFCIENT QUANTITY**, you will be directed to the **VACCINE INSUFFICIENT QUANTITY** page




**Audience**

**Healthcare Location Manager**

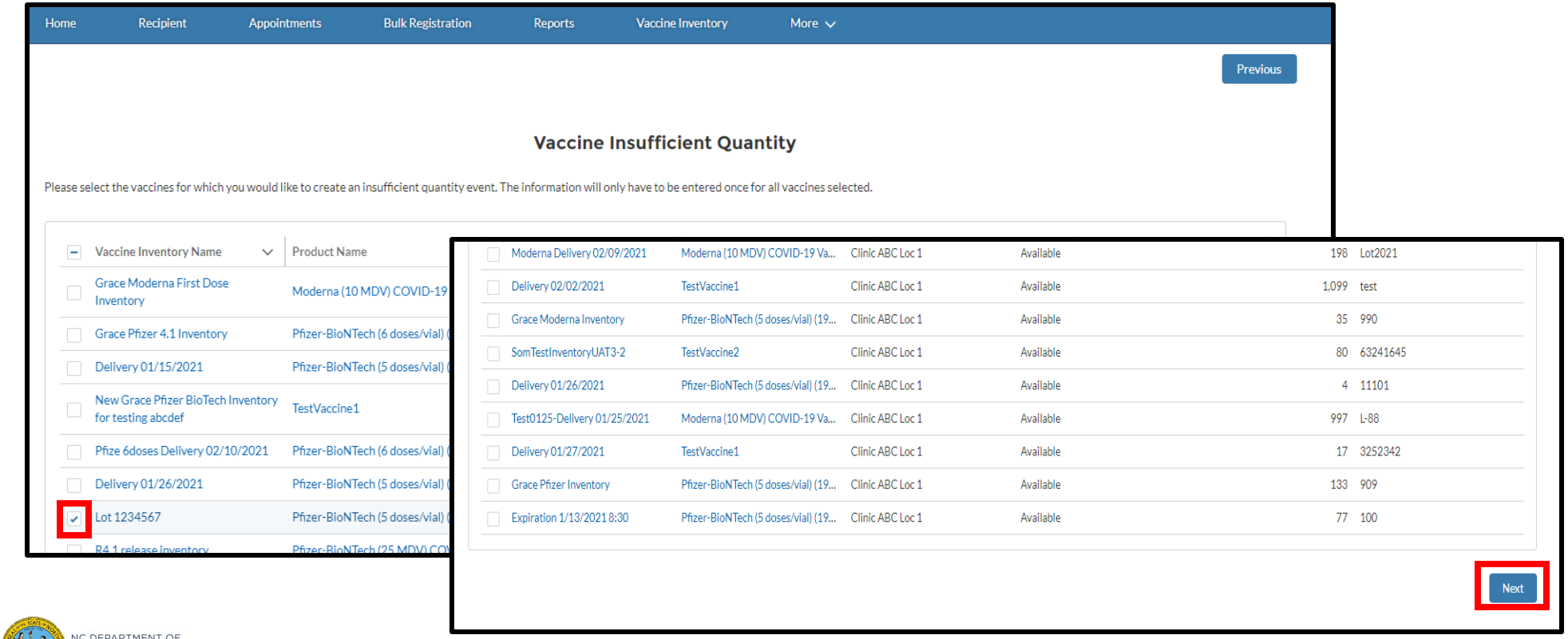
**Tips**

To see more details for a specific Vaccine Inventory Record, click the Vaccine Inventory hyperlink.

# Step 3 of 5: Find the appropriate vaccine(s) on the list

Once you are directed to the **VACCINE INSUFFICIENT QUANTITY** page, you will be directed to select **ONE OR MORE** Vaccine Inventory Records to report an insufficient quantity.

1. Check the **BOX** for the appropriate **VACCINE INVENTORIES**
2. Click **NEXT** at the bottom of the page
3. After clicking **NEXT**, you will see the **VACCINE INSUFFICIENT QUANTITY SURVEY FORM**




## Audience

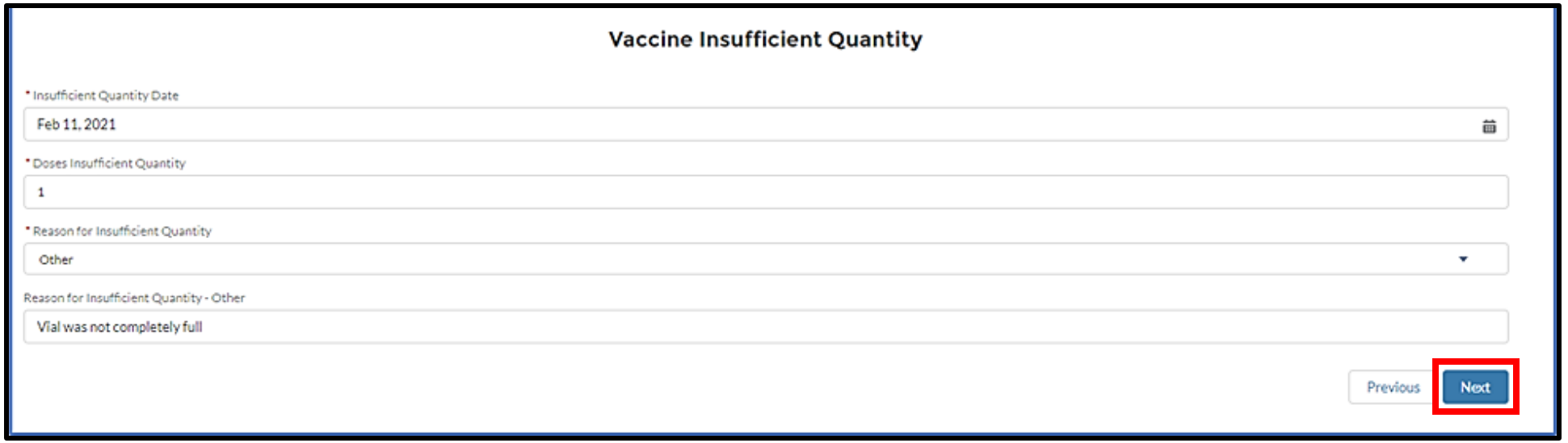
**Healthcare Location Manager**

## Tips

You will only be able to record insufficient quantity events for the same vaccine product if you choose to select more than one Vaccine Inventory Record.

# Step 4 of 5: Complete the Vaccine Insufficient Quantity Survey form

1. Populate the required **REPORT INSUFFICIENT QUANTITY FIELDS:**
    1. Insufficient Quantity Date
    2. Doses Insufficient Quantity
    3. Select the appropriate reason from the drop-down
2. You may populate the **OPTIONAL FIELDS** if desired
3. Before submitting the form, **CONFIRM** that all entered details are correct
4. Once you are ready to submit the form, click **NEXT**
5. After clicking **NEXT**, you will be directed to the **CONFIRMATION PAGE**




**Audience**

**Healthcare Location Manager**

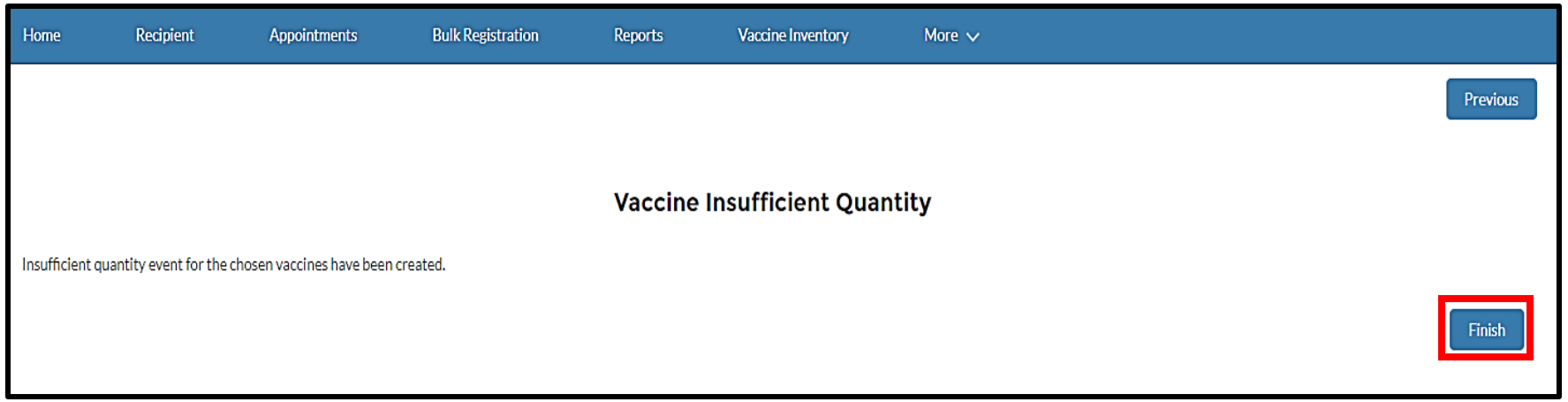
**Tips**

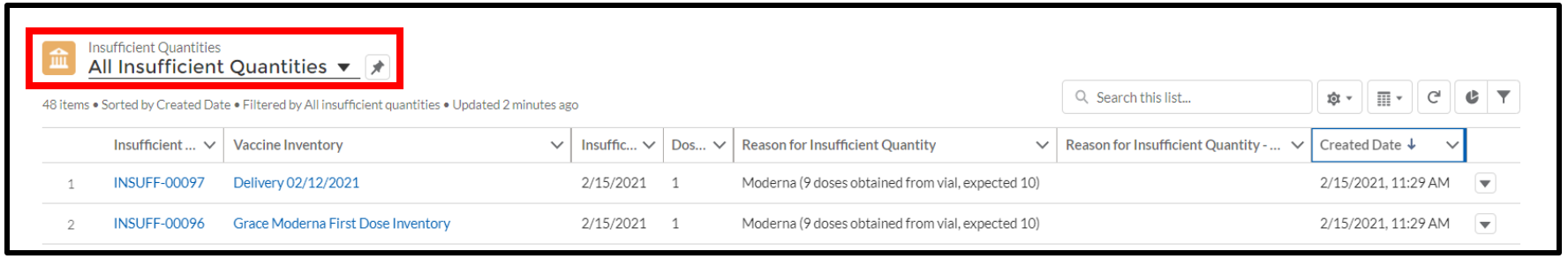
For **Doses Insufficient Quantity**, select the number of doses missing from each vial.

# Step 5 of 5: Submit the Vaccine Insufficient Quantity Survey form

The **VACCINE INSUFFICIENT QUANTITY RECORD** is now submitted, and your COVID-19 Vaccine Inventory Records will be automatically updated.

1. Click **FINISH**
2. After you click **FINISH**, you will see the Vaccine Insufficient Quantity record displayed on the **ALL INSUFFICIENT QUANTITY LIST VIEW**




**Audience**

**Healthcare Location Manager**

**Tips**

After clicking **FINISH**, you will see your Vaccine Insufficient Quantity record displayed on the **All Insufficient Quantity List View.**

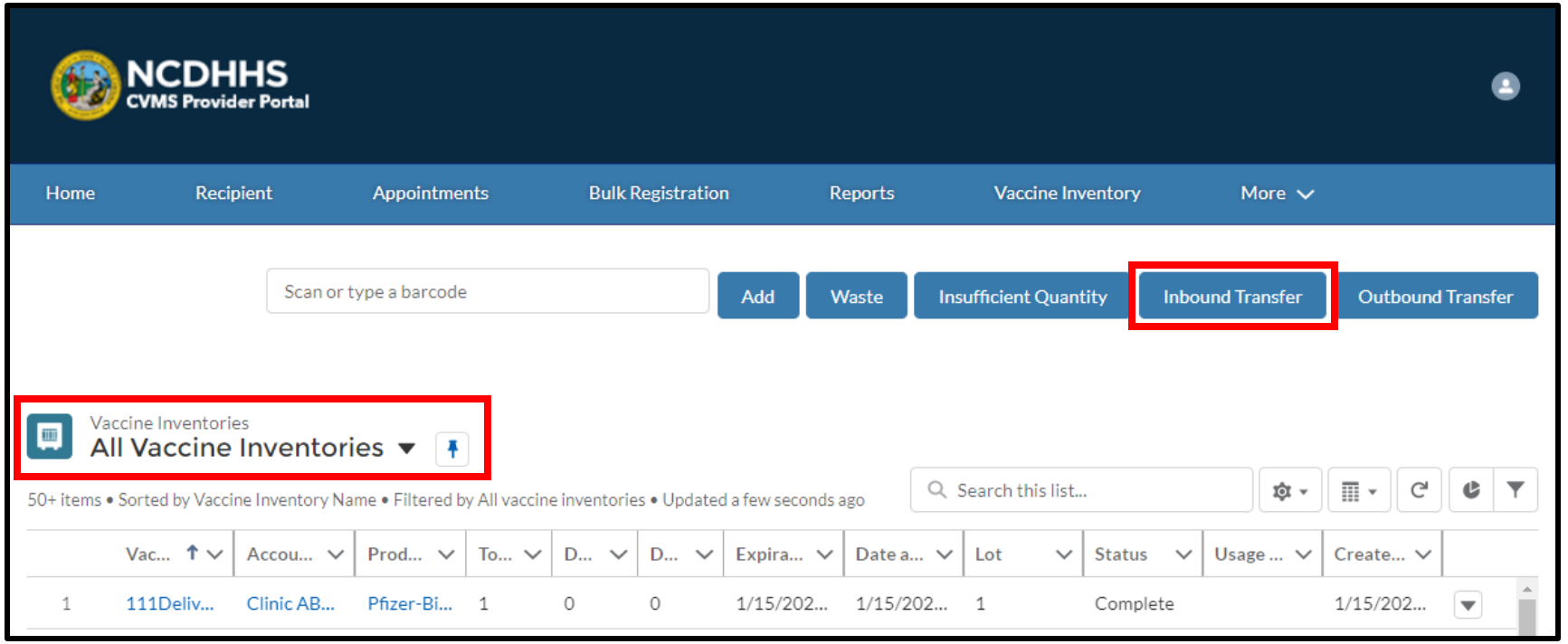
# COVID-19 Vaccine Inbound Transfer or Redistribution

# Step 1 of 4: Processing an Inbound Redistribution/Transfer

If you are **RECEIVING** an **INBOUND REDISTRIBUTION/TRANSFER** from another location, you will want to review the inbound transfer page to stay up-to-date. When you receive the inbound redistribution/transfer, you will be able to **PROCESS THE INVENTORY** via the **INBOUND TRANSFER PAGE**.

You **DO NOT** process inbound redistributions/transfers from the **ADD INVENTORY PROCESS**.

1. From the home page, click **VACCINE INVENTORY**
2. Click **INBOUND TRANSFER**




**Audience**

**Healthcare Location Manager**

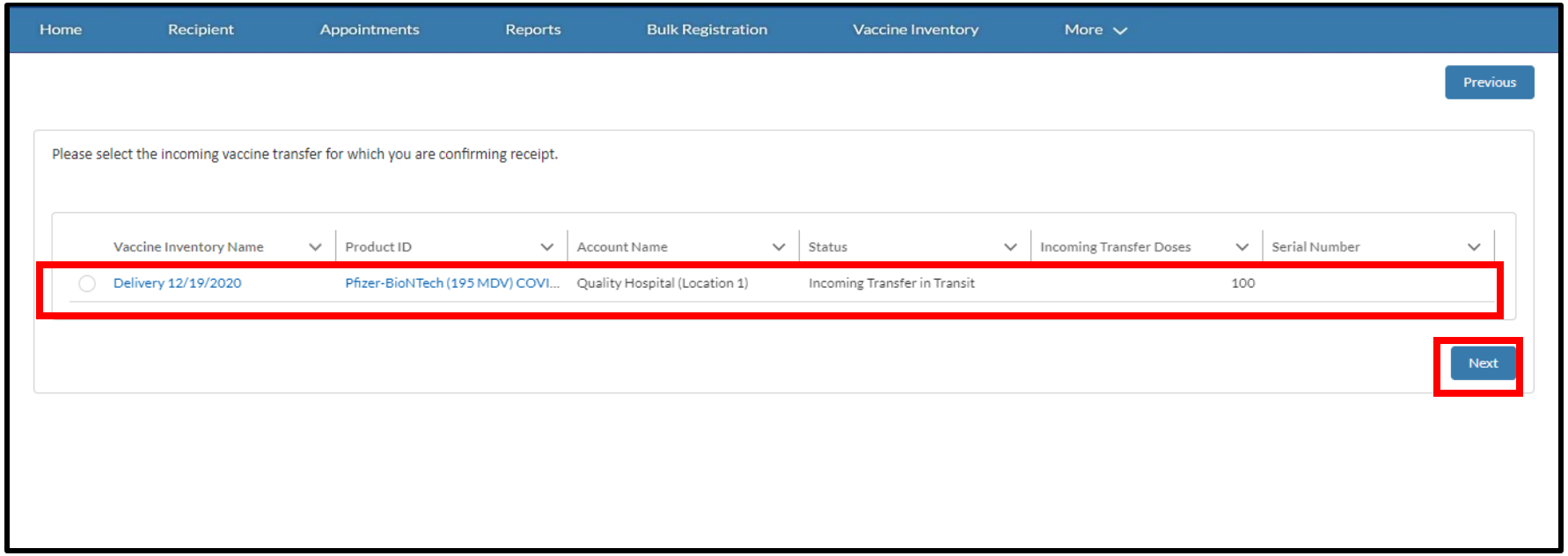
**Tips**

Inbound redistributions/ transfers are **not** processed from the Add Inventory Process.

# Step 2 of 4: Select the Vaccine Inventory Record

On the **INBOUND TRANSFER PAGE**, you will see **VACCINE INVENTORY** Records that are incoming redistributions/transfers to your location. You will be able to select the inbound transfer you are ready to process and add it to your inventory.

1. Select the correct **VACCINE INVENTORY** Record
2. Click **NEXT**




**Audience**

**Healthcare Location Manager**

**Tips**

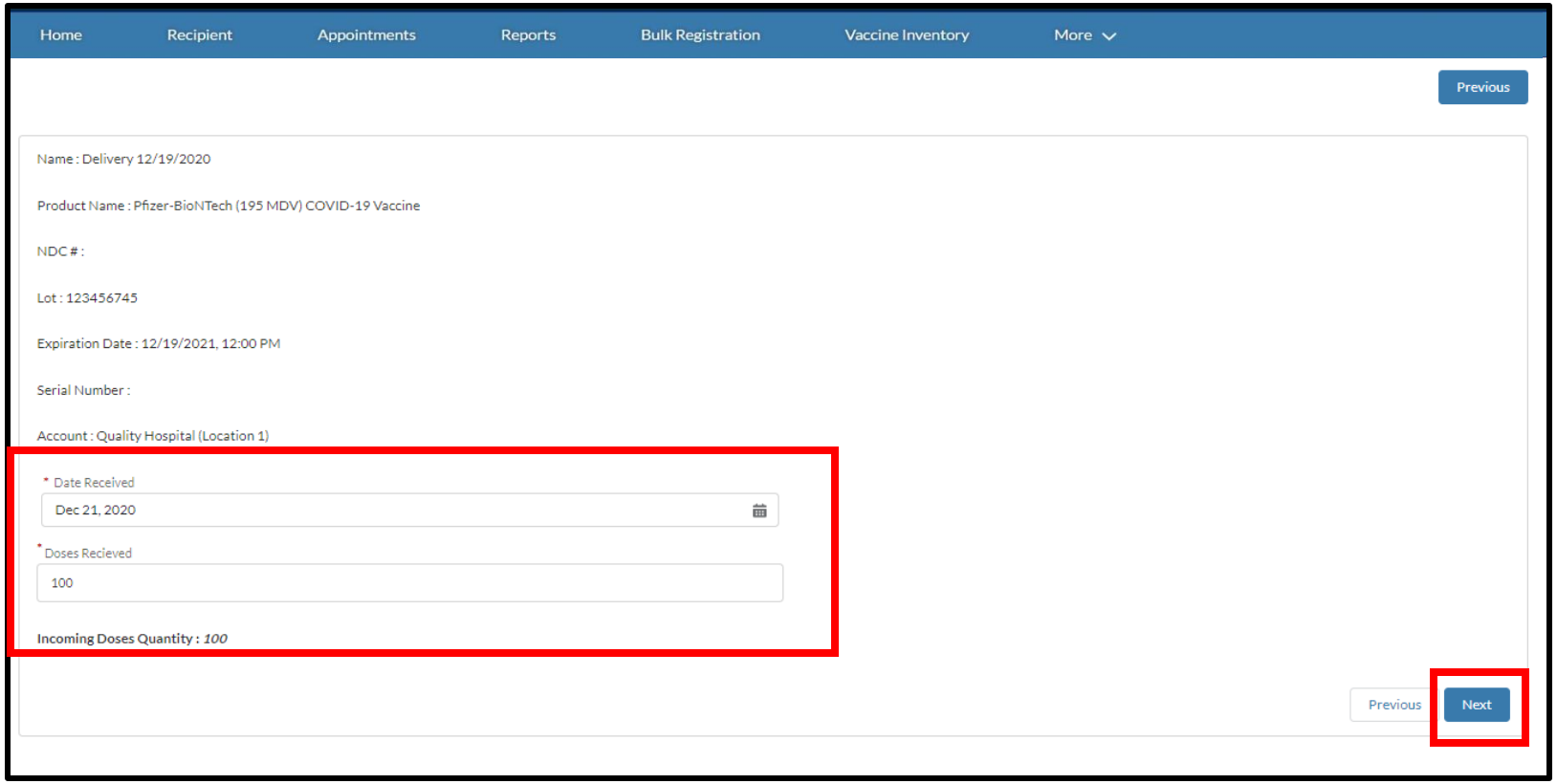
Identify Vaccine Inventory Records for inbound redistribution/transfer.

# Step 3 of 4: Complete the Inbound Transfer form

Once you select the Vaccine Inventory Record, you will see the Vaccine Inventory details pre-populated. You will want to provide the **DOSES RECEIVED** and **DATE RECEIVED**.

After clicking next, your inventory levels will update, and the inbound redistribution/transfer is now processed.

1. Enter the **DATE RECEIVED**
2. Enter the **DOSES RECEIVED**
3. Click **NEXT**




**Audience**

**Healthcare Location Manager**

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

# Step 4 of 4: Complete the Inbound Transfer form

After clicking next, your inbound redistribution/transfer is processed and added to your inventory.

1. Click **FINISH**

**Audience**

**Healthcare Location Manager**

**Tips**

Complete the inbound transfer form by clicking Finish.

# COVID-19 Vaccine Outbound Transfer or Redistribution

# Overview of an Outbound Redistribution/Transfer

Redistribution and transfer requests require **NCDHHS IMMUNIZATION BRANCH APPROVAL** to ensure proper storage capabilities and tracking of COVID-19 Vaccine Inventory movements. There are three scenarios that transfer requests will fall under.

1. If a provider requests a redistribution between two CVMS Provider locations within the same organization, who have an existing redistribution agreement, **THE TRANSFER IS AUTOMATICALLY APPROVED BY NCDHHS IMMUNIZATION BRANCH**
2. If a provider requests a redistribution between two locations within the same organization, but there is no existing redistribution agreement, the **TRANSFER MUST BE MANUALLY APPROVED BY NCDHHS IMMUNIZATION BRANCH**
3. If a provider requests a transfer to a location that is outside their location's organization, the **TRANSFER MUST BE MANUALLY APPROVED BY NCDHHS IMMUNIZATION BRANCH**

**Audience**

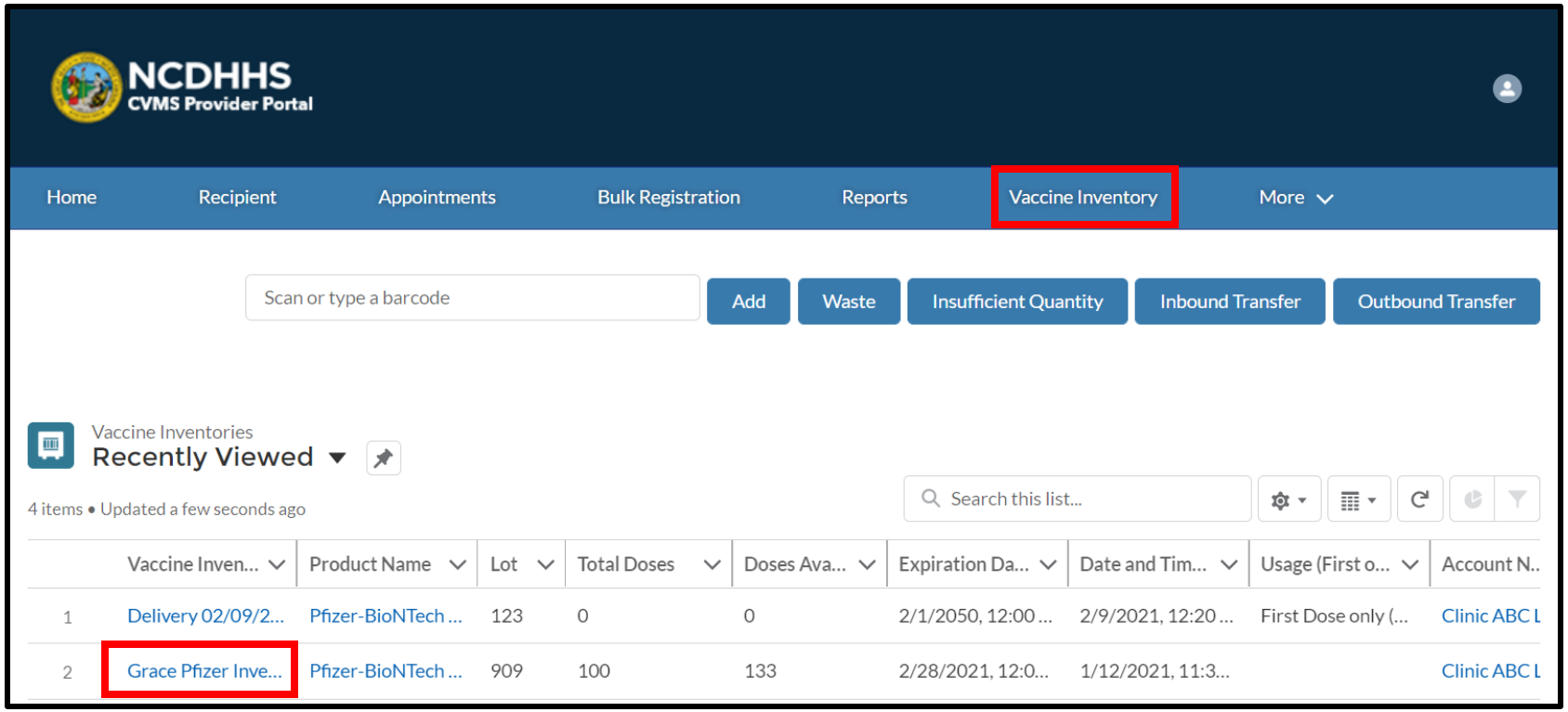
**Healthcare Location Manager**

# Step 1 of 10: Locate Inventory for Redistribution/Transfer

To initiate an **OUTBOUND REDISTRIBUTION/TRANSFER** to another location, you will have to submit a request through the CVMS Provider Portal.

1. From the Home Page, click the **VACCINE INVENTORY** tab

2. Select the correct **VACCINE INVENTORY** Record that you want to redistribute/transfer to a different location / organization




## Audience

**Healthcare Location Manager**

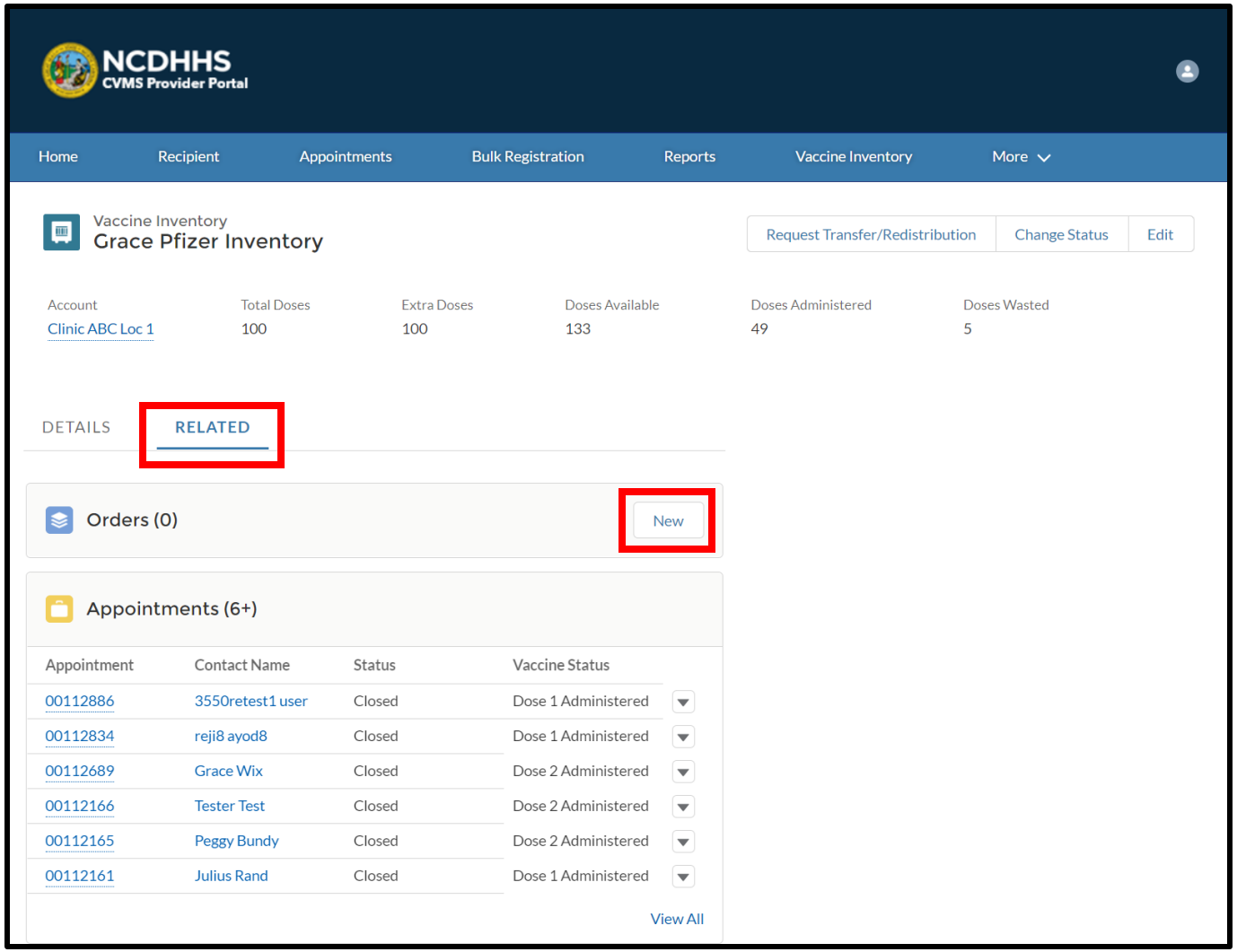
## Tips

Selecting the **OUTBOUND TRANSFER** button will not initiate a transfer request but will instead provide a brief overview of the instructions contained in this guide.

# Step 2 of 10: Creating a Transfer/Redistribution Request

1. From the Vaccine Inventory Record, select the **RELATED** tab

2. Locate the **ORDERS** related list and click **NEW**



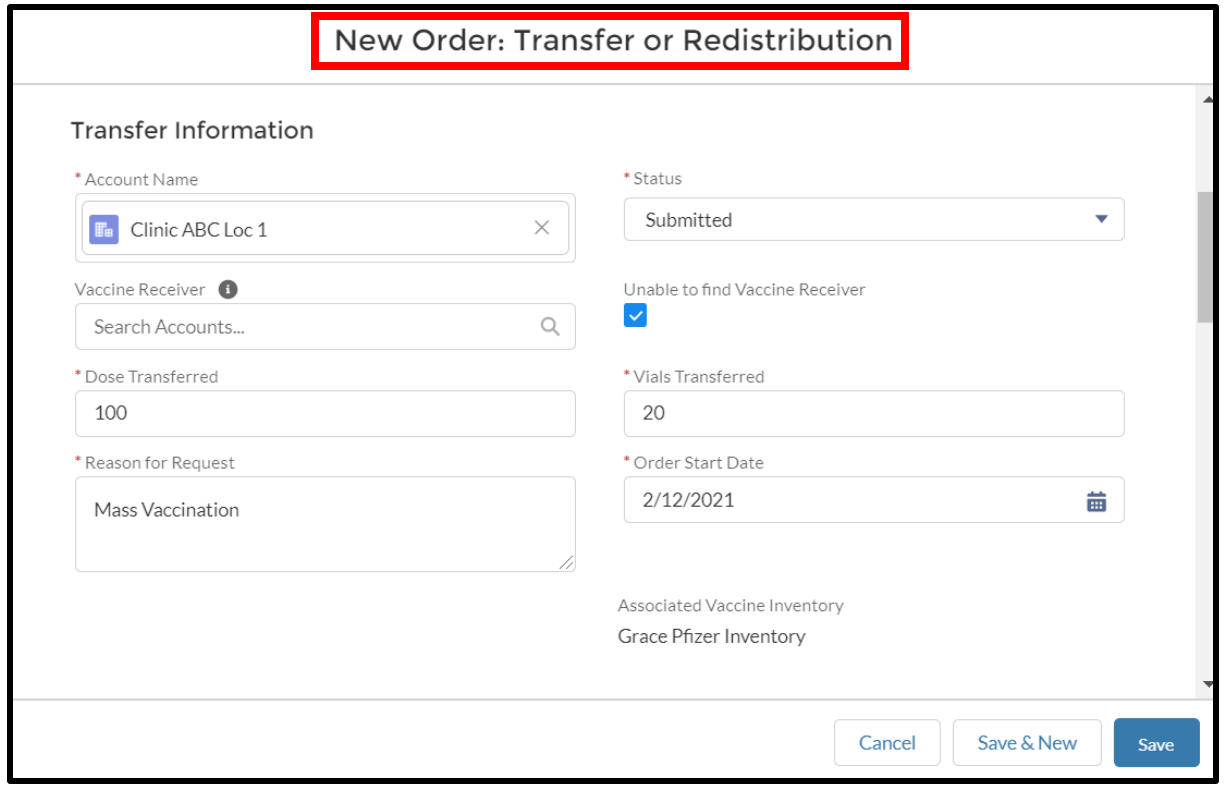

## Audience

**Healthcare Location Manager**

## Tips

Selecting the **REQUEST TRANSFER / REDISTRIBUTION** button will not initiate a transfer request but will instead provide a brief overview of the instructions contained in this guide.

# Step 3 of 10: Edit the Order Transfer Record




A pop-up window will appear titled **NEW ORDER: TRANSFER OR REDISTRIBUTION** for you to fill out.

1. Enter your own location for **ACCOUNT NAME**
2. Select **SUBMITTED** for status
3. If the receiving provider / location is in your organization, enter the name of the receiving provider in the **VACCINE RECEIVER** field
4. If the receiving provider / location is outside your organization, select the **UNABLE TO FIND VACCINE RECEIVER** button
5. Enter the desired doses to be transferred
6. Enter the desired vials to be transferred
7. Enter the reason for the request
8. Enter the desired start date for the transfer

## Audience

**Healthcare Location Manager**

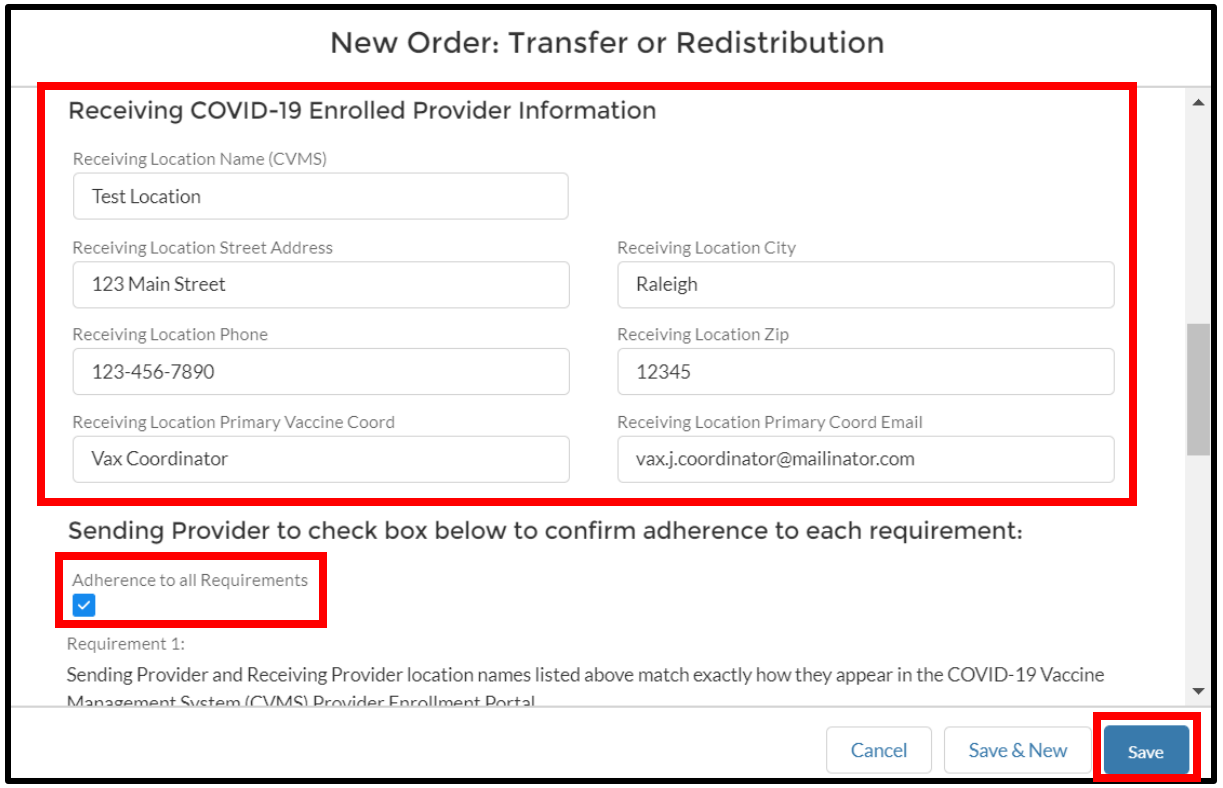
## Tips

The doses transferred must be less than the doses currently available on the selected Vaccine Inventory Record.

The Vials Transferred number must be equal to the Doses Transferred divided by the standard doses per vial for the vaccine inventory (either 5 or 6 for Pfizer, and 10 for Moderna).

Save request as a Draft Status to review all information prior to submitting. Transfer request will be reviewed once the request status has been changed to submitted.

# Step 4 of 10: Submit the Order Transfer Record




Scroll down within the **NEW ORDER: TRANSFER OR REDISTRIBUTION** pop-up window.

1. If the receiving provider / location is in your organization, do not enter any information in the **RECEIVING COVID-19 ENROLLED PROVIDER INFORMATION** section
2. If the receiving provider / location is outside your organization, fill in the Location Name, Street Address, City, Phone Number, Zip Code, and Vaccine Coordinator's Name and Phone Number for the receiving provider
3. Review all of the listed requirements for initiating a transfer / redistribution request
4. Select the **ADHERENCE TO ALL REQUIREMENTS** checkbox
5. Click **SAVE**

**Audience**

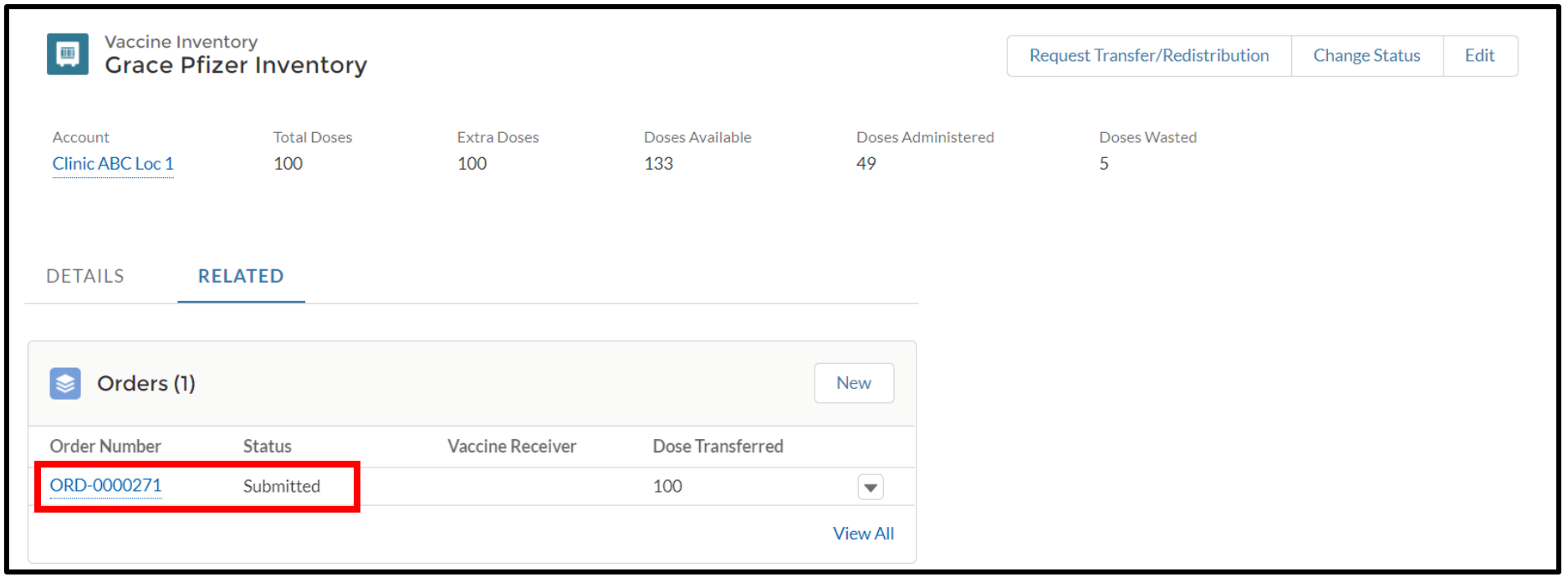
**Healthcare Location Manager**

**Tips**

You must fill in **ALL** fields in the **RECEIVING COVID-19 ENROLLED PROVIDER INFORMATION** section if you selected the **UNABLE TO FIND VACCINE RECEIVER** checkbox at the top of the form.

# Step 5 of 10: Confirm the Redistribution/Transfer Request was Submitted

1. On the **ORDERS** related list from the Vaccine Inventory Related Tab, the new Order redistribution or transfer request will appear
2. If the status shows as **SUBMITTED** or **PROCESSING**, that indicates the redistribution or transfer is pending approval from NCDHHS Immunization Branch
3. If the status appears as **TRANSFER IN TRANSIT**, that indicates the transfer has been approved by NCDHHS Immunization Brach



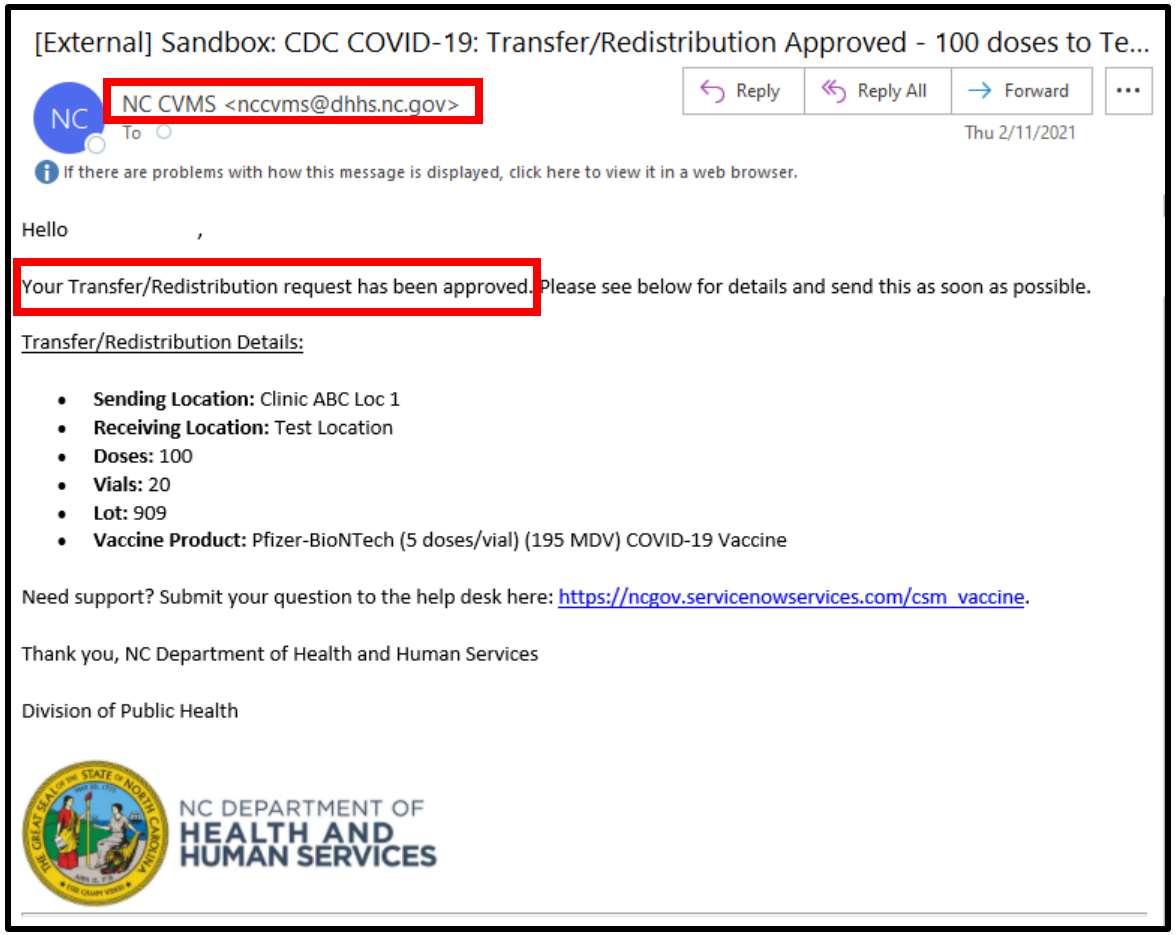

## Audience

**Healthcare Location Manager**

# Step 6 of 10: Provide Redistribution/Transfer Details

Once your **NC COVID-19 VACCINE REDISTRIBUTION/TRANSFER REQUEST** is approved, you will be able to **SHIP YOUR VACCINE INVENTORY** to the receiving location.

As soon as the transfer is approved, the Healthcare Location Manager who initiated the transfer request will receive an automated email indicating the approval.



[External] Sandbox: CDC COVID-19: Transfer/Redistribution Approved - 100 doses to Te...

NC CVMS <nccvms@dhhs.nc.gov>

To

Reply | Reply All | Forward | ...

Thu 2/11/2021

If there are problems with how this message is displayed, click here to view it in a web browser.

Hello ,

Your Transfer/Redistribution request has been approved. Please see below for details and send this as soon as possible.

Transfer/Redistribution Details:

- **Sending Location:** Clinic ABC Loc 1
- **Receiving Location:** Test Location
- **Doses:** 100
- **Vials:** 20
- **Lot:** 909
- **Vaccine Product:** Pfizer-BioNTech (5 doses/vial) (195 MDV) COVID-19 Vaccine

Need support? Submit your question to the help desk here: https://ncgov.servicenowservices.com/csm_vaccine.

Thank you, NC Department of Health and Human Services

Division of Public Health

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

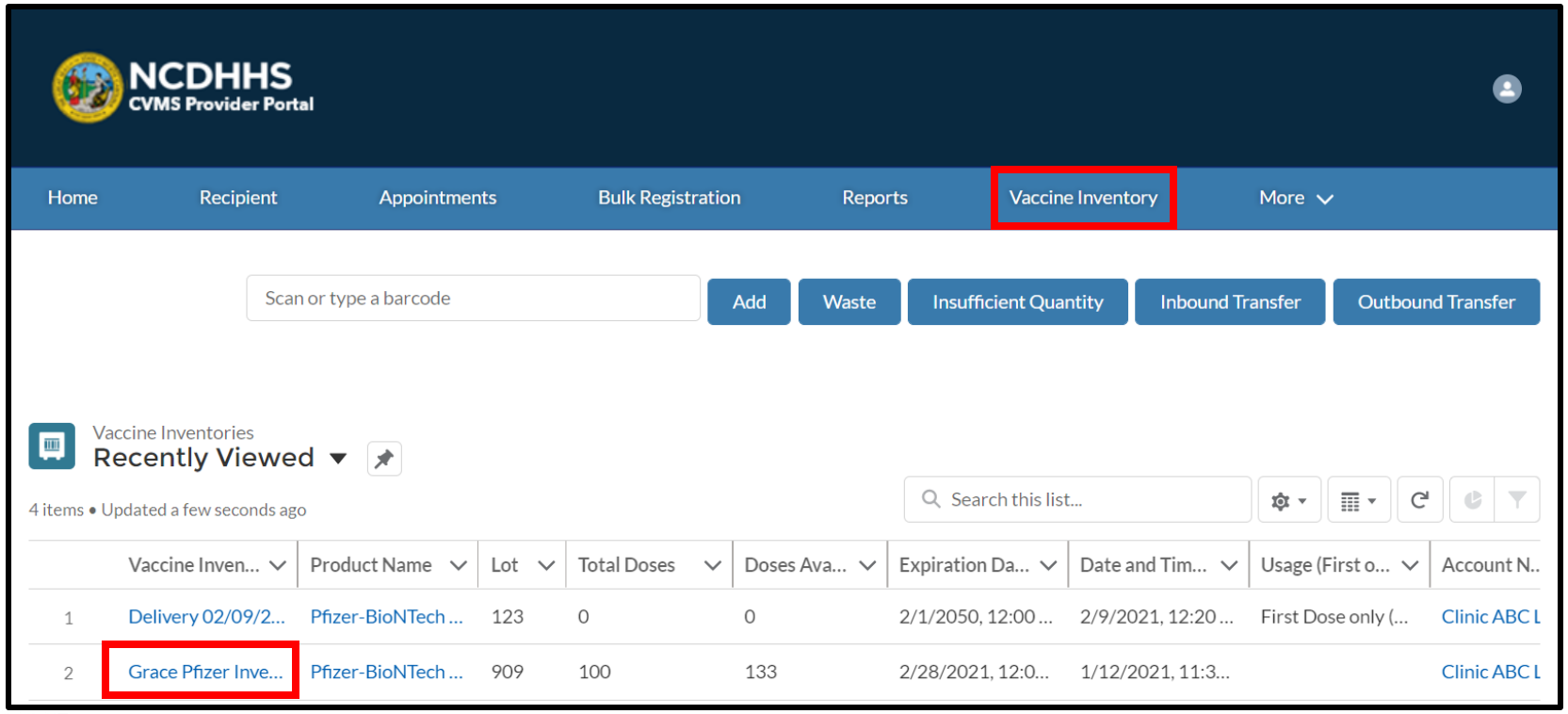
## Audience

**Healthcare Location Manager**

# Step 7 of 10: Provide Redistribution/Transfer Details

You can **UPDATE** the Order Transfer Record with the **ACTUAL SHIPMENT DETAILS** to support tracking of the shipment. The Order Transfer Record can be located via the Vaccine Inventory Record that is providing the inventory.

1. From the Home page, click the **VACCINE INVENTORY** tab
2. Select the correct **VACCINE INVENTORY** Record

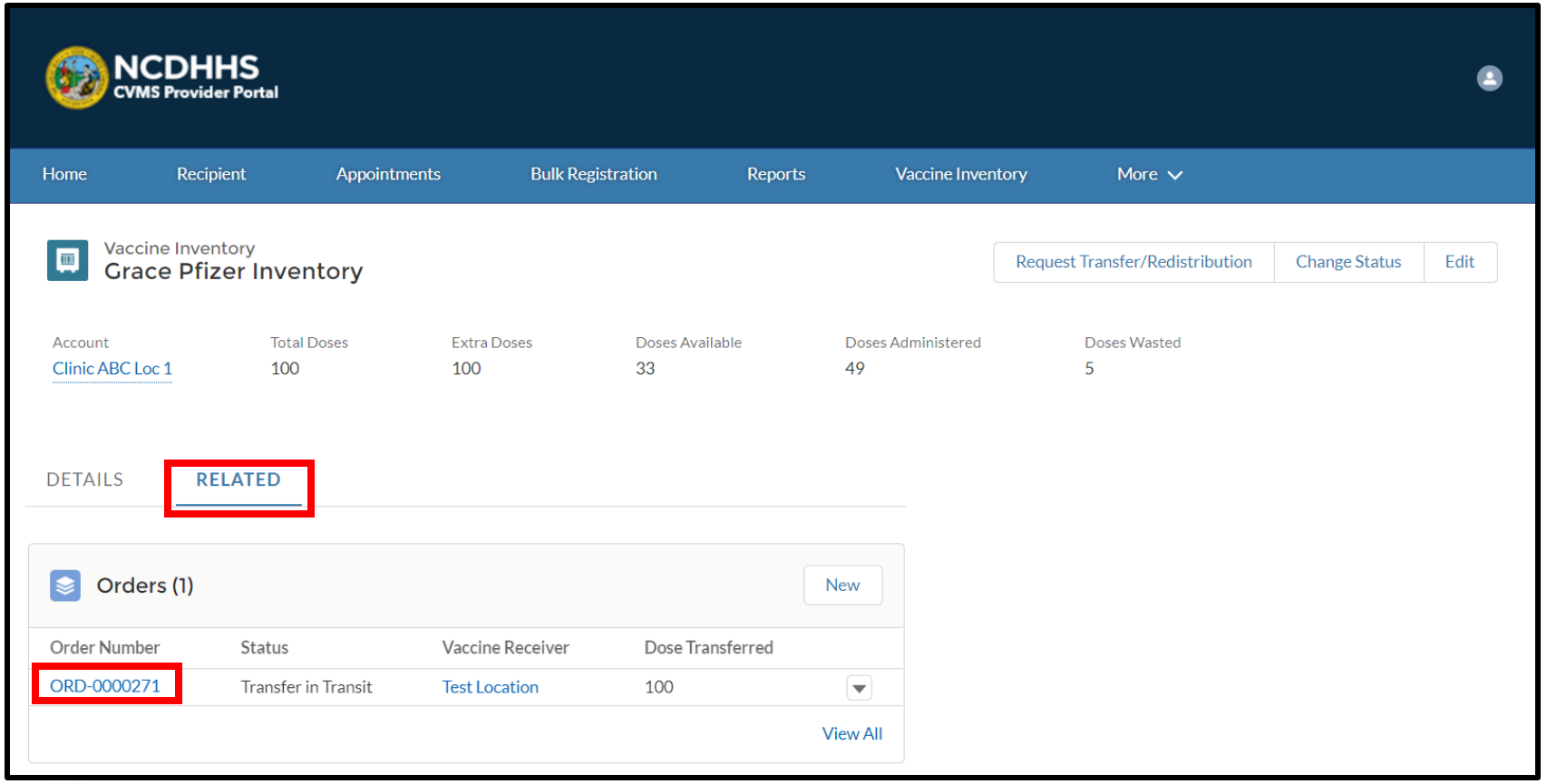



## Audience

**Healthcare Location Manager**

# Step 8 of 10: Open the Approved Redistribution/Transfer Request

1. Navigate to the **RELATED TAB**
2. Locate the Orders related list
3. Confirm that the Order is in **TRANSFER IN TRANSIT** status and click the **ORDER NUMBER** of the Transfer Request



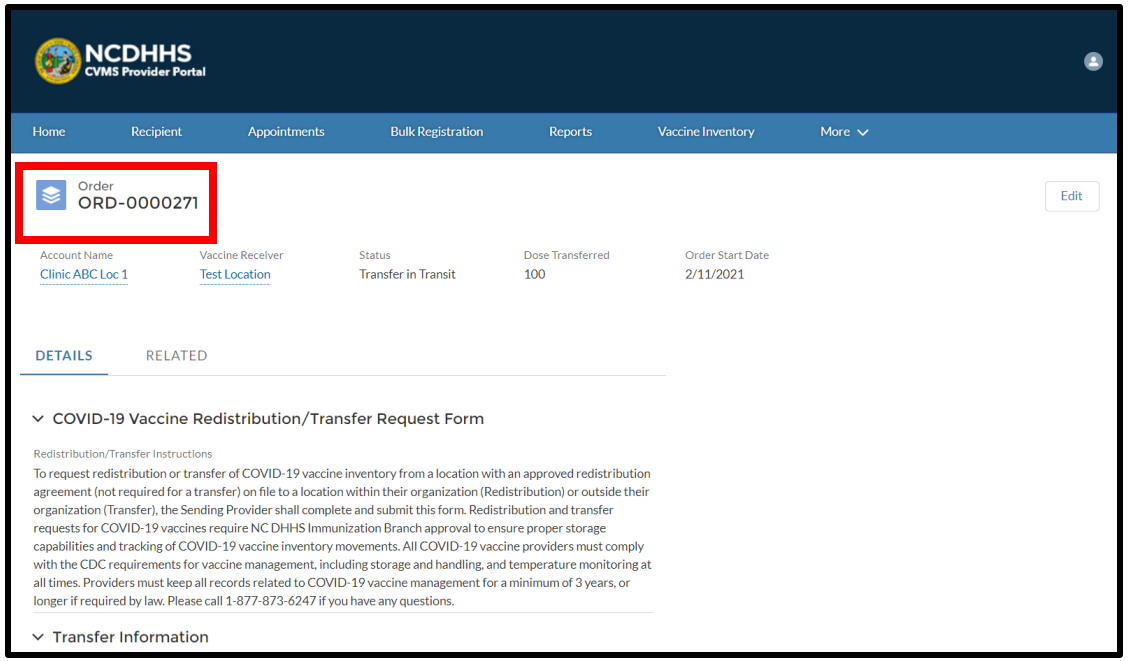

## Audience

**Healthcare Location Manager**

## Tips

Review the Vaccine Receiver to confirm it is the correct record.

# Step 9 of 10: Update the Order Transfer Record



Once you have the **ORDER TRANSFER RECORD** open, you can provide the **SHIPMENT DETAILS REQUIRED**.

1. Scroll down to the **SENDING LOCATION DETAILS** section
2. Click the **PENCIL ICON** next to **SENDING LOCATION DATE AND TIME**

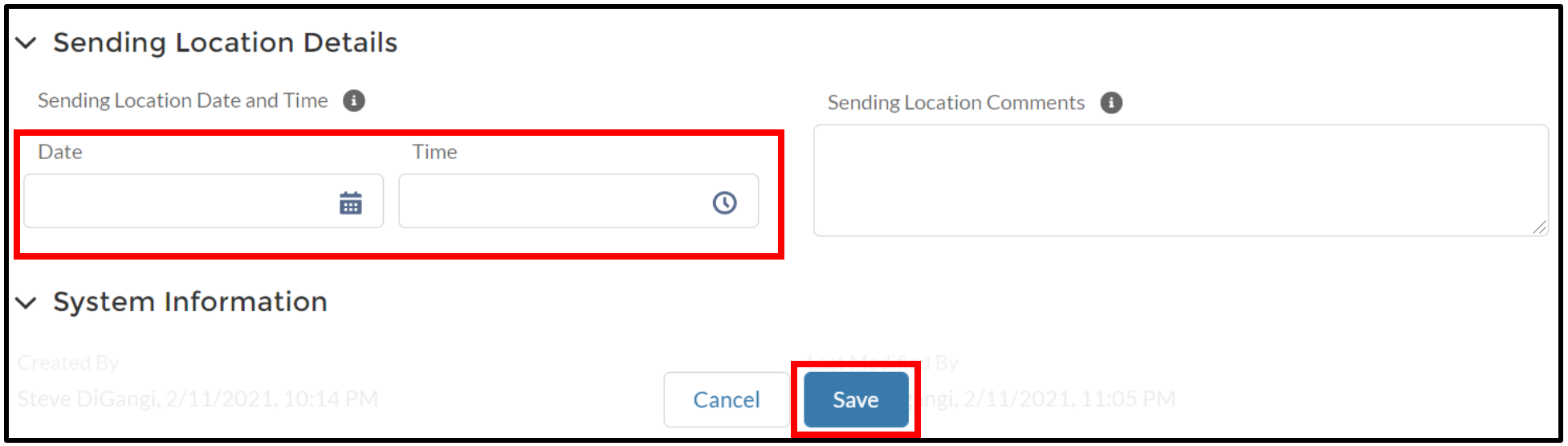
## Audience

**Healthcare Location Manager**

# Step 10 of 10: Submit Shipment Details

Once you click edit, you will be able to update the record and save your changes.

1. Enter the **SENDING LOCATION DATE** and **TIME** when shipment was sent
2. Enter the **SHIPMENT TRACKING INFORMATION** in the **SENDING LOCATION COMMENTS** field
3. Click **SAVE**




**Audience**

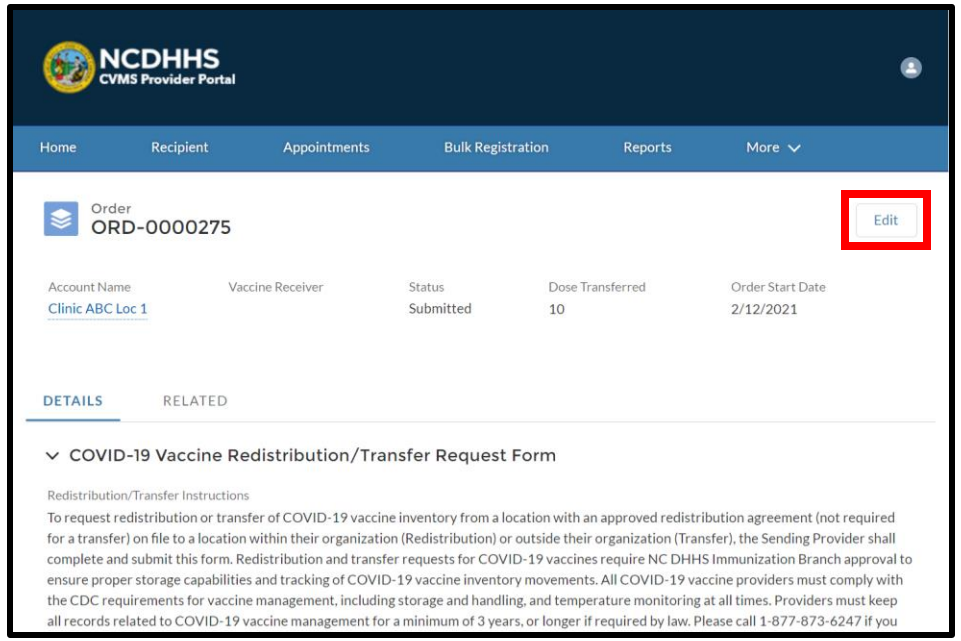
**Healthcare Location Manager**

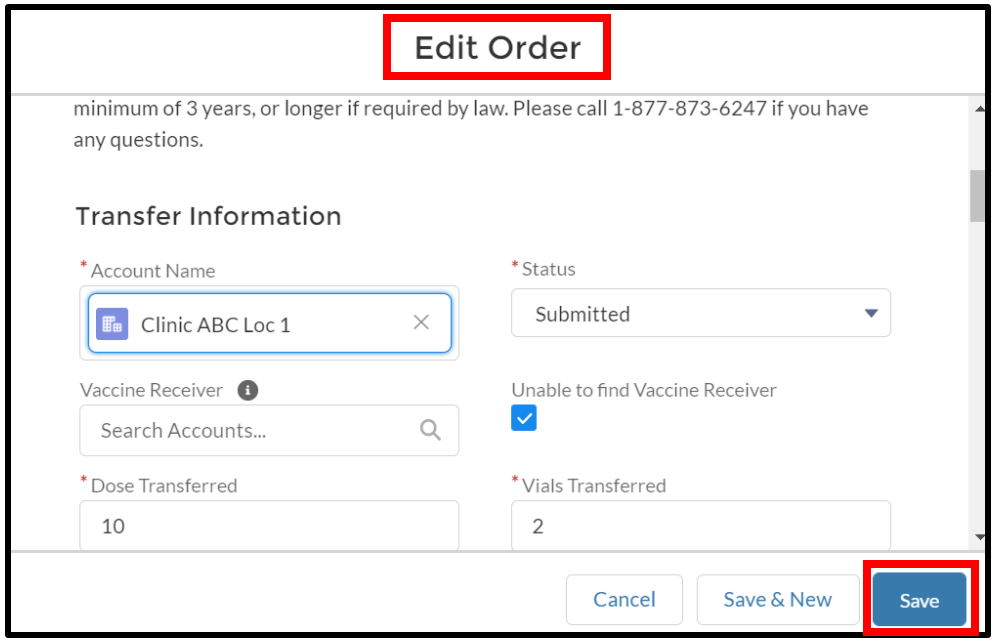
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

# Editing Order Redistribution or Transfer Requests

Transfer requests can still be **EDITED** while in **SUBMITTED** or **DRAFT** status.

1. Select the Vaccine Inventory Record that has a transfer request
2. Navigate to the **RELATED** tab and select the Order Transfer Record that is still in **SUBMITTED** or **DRAFT** status
3. Click on the **EDIT** button
4. Make changes to the necessary fields and click **SAVE**

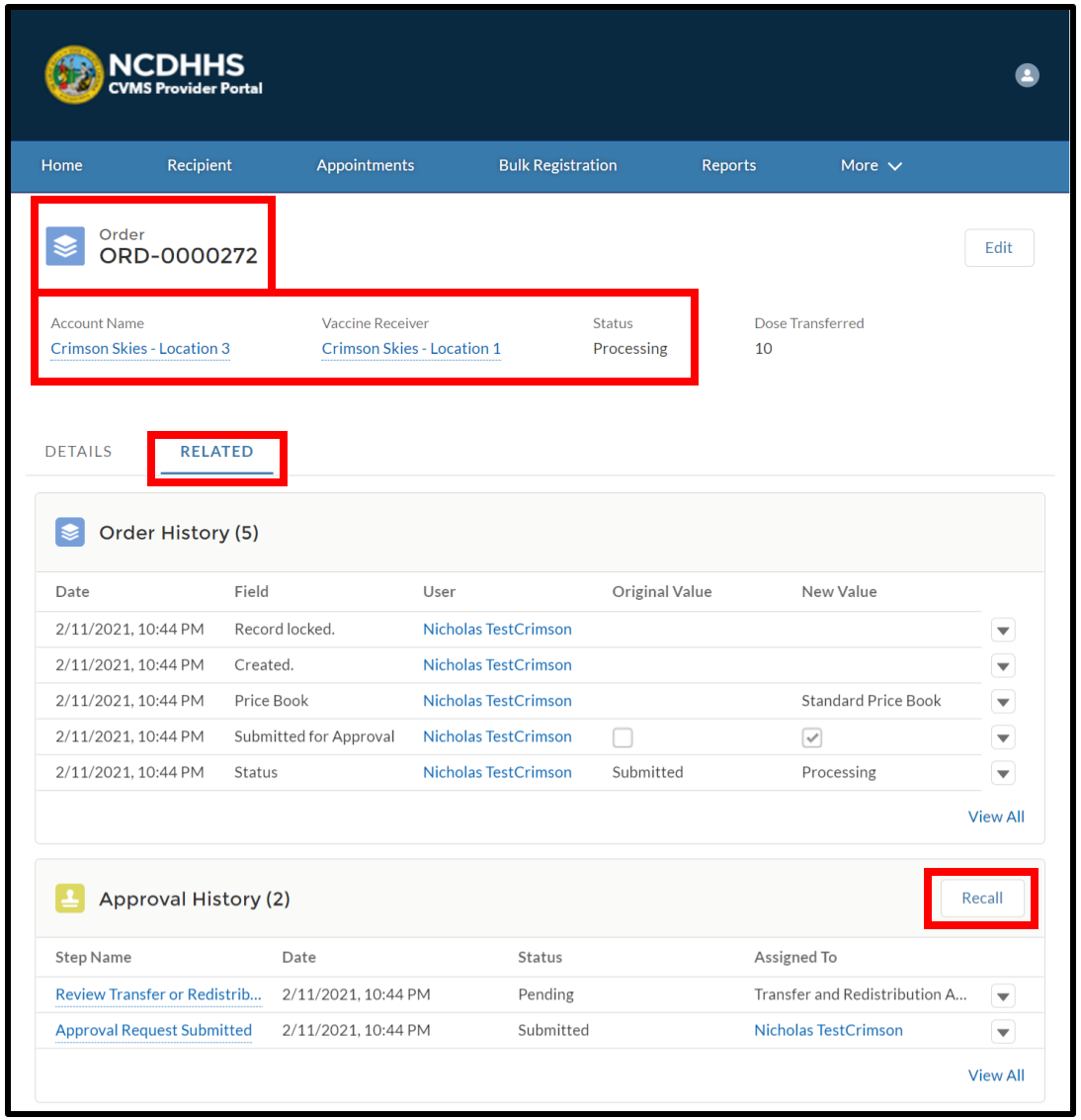



## Audience

**Healthcare Location Manager**

# Recalling Order Redistribution or Transfer Requests




Transfer requests can be **RECALLED** while in **PROCESSING** status. The recall function is only used when transferring between two locations in the same organization that do not have an existing redistribution agreement (Scenario #2 from the **Overview of an Outbound Redistribution/Transfer slide**). In any other scenario, the Healthcare Location Manager should use the **EDIT** capability.

**Healthcare Location Manager**

1. Select the **VACCINE INVENTORY RECORD** that has a transfer request.
2. Navigate to the **RELATED** tab and select the Order Transfer Record that is still in **PROCESSING** status
3. Navigate to the **RELATED** tab on the Order Transfer Record
4. Scroll down to Approval History and click on **RECALL**
5. Add comments and click **RECALL**
6. **ORDER WAS RECALLED** will appear at the top of the screen

# Appendix

# Additional Notes

**Key Items:**

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- * **Asterisks** are used to denote required information.
- A Toggle can be clicked to see selectable options.
- A Pen can be clicked to make edits to the field.
- Previous Next Navigation Buttons can be clicked on to progress to the "next" or the "previous" step in a task.
- Pause A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

**Contact Information:**

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

**Supported Web Browsers:**

- Please use the latest version of Chrome, Firefox, Edge Chromium, or Safari to access CVMS
- For more information on supported browsers, see **https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5**
- Note: Internet Explorer and Edge (Non-Chromium) are not compatible with CVMS.

# User Guide Change Log

**Key Items:**

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

| Version | Date of Change | Changes Made | Impacted Slides | Author |
|---|---|---|---|---|
| 1 | 12/21/2020 | • Initial document | | Azalea Troche |
| 2 | 1/10/2021 | • Removed any mention of the 2 CVMS Vaccine Support emails. Added CVMS Hep Desk Portal information | 1, 2, 7, 11, 15, 21, 34 | Courtney Seward |
| 3 | 1/13/2021 | • Added a new screenshot of the new redistribution/transfer form and took out the TIP in slide 21. The CVMS Help Desk Portal screenshot was also added. | 1, 21, 22 | Courtney Seward |
| 4 | 1/17/2021 | • Updated navigation bar.<br>• Updated the terms for Redistribution and Transfer | 6 | Azalea Troche & Courtney Seward |
| 5 | 1/21/2021 | • Added a TIP | 21 | Courtney Seward & Linda Wade |
| 6 | 1/27/2021 | • Updated Navigation Bar screen shots to show reports tab | 5,9,10,11,13,15,16,17,19,23,25,26,28,29,31,32,33,34 | Kristin Clark |
| 7 | 2/4/2021 | • Updated CVMS Help Desk Portal Screenshot | 21,22 | Courtney Seward |
| 8 | 2/15/2021 | • Added Insufficient Quantity Definitions<br>• Added Insufficient Quantity Section<br>• Rewrote Inventory Transfer to match 4.1 Release methodology<br>• Updated screenshots to match new branding | 6, 7, 14-19, 25-38 | Tabitha McKelvy<br>Steve DiGangi<br>Nicholas Rinz |